4.1 Common IT Service Lifecycle Processes

SMM 4.1.3 – Service Design

Takes business requirements and creates services, their supporting practices, and management tools, which meet business demands for quality, reliability, and flexibility.

The purpose of Service Design is to design IT Services, together with the governing IT practices, processes, and policies, to realize VITA and COV agencies' strategy.

And to facilitate the introduction of these services into supported environments ensuring quality service provision.

The ultimate objective is to design IT Services so effectively that minimal improvement during their lifecycle will be required.

Covers alignment of IT Services and solutions with business requirements; principles of Service Design; the concept of a Service Design Package; and the methods, practices and tools to achieve excellence in Service Design.

This applies to associated Services, Service

Management processes, technology and people supporting the ITISP, as well as all Integrated Suppliers.

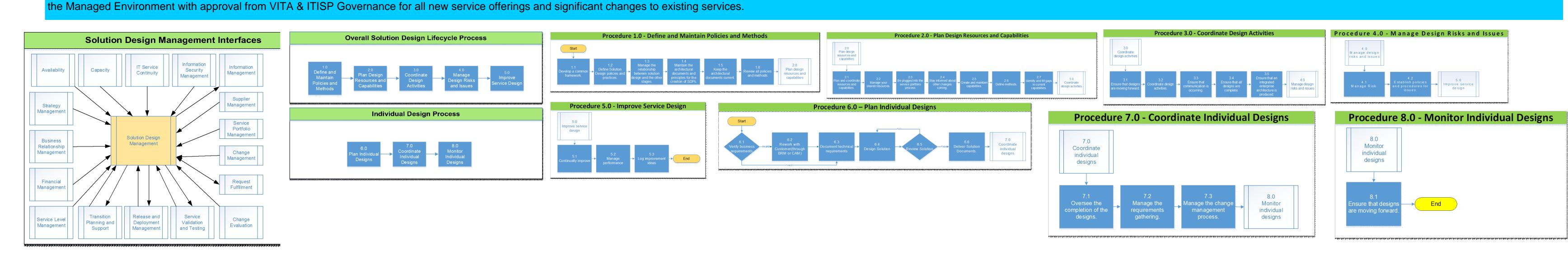


SMM 4.1.3.1 – Solution Design Management (SODM)

Purpose is ensuring goals and objectives of the Service Design Lifecycle are met by providing and maintaining a single point of coordination & control for all activities & processes within this stage of the service lifecycle.

The scope of the Solution Design Management process includes all design activity, particularly all new or changed Solutions that are being designed for transition into (or out of, in the case of a retirement) the live environment.

Objectives are: 1) Provide Solution Design services; 2) Ensure consistent design of appropriate services, service Management info systems, and propropriate services, suppliers, and propropriate services, suppliers, and support teams and appropriate services; 3) Coordinate resources & capabilities required to design new or changed services; 5) Produce Solution Requests; 6) Ensure appropriate Solutions and/or SDPs are produced and they are handed over to service transition; 8) Ensure all service models & solutions conform to VITA-approved strategic, architectural standards, governance, and other corporate reqs; 9) Improve effectiveness & efficiency of service design activities are produced and they are handed over to service transition; 8) Ensure all service models & solutions conform to VITA-approved strategic, architectural standards, governance, and other corporate reqs; 9) Improve effectiveness & efficiency of service design activities are produced and they are handed over to service transition; 8) Ensure all service models & solutions conform to VITA-approved strategic, architectural standards, governance, and other corporate reqs; 9) Improve effectiveness & efficiency of service design activities are handed over to service design activities and they are handed over to service transition; 8) Ensure all parties adopt a common framework of standard, reusable design practices in the form of activities, and they are handed over to service service date and they are handed over to service framsition; 10) Provide recommendations for measure propriate solution Desig



SMM 4.1.3.2 – Service Catalog Management

To provide and maintain a single source of consistent info on all active and approved services in operation, those being prepared for operational deployment for customer use, and to ensure it is widely available to those authorized to access it.

The objectives of the Service Catalog Management process are to:

1) Manage the information contained within the service catalog;

2) Ensure that the service catalog is accurate and reflects the current details, status, interfaces and dependencies of all services in deployment, or being prepared for deployment, in the live environment, according to the defined policies;

3) Ensure that the service catalog is made available to those approved to access it in a manner that supports their effective and efficient use of service catalog information;

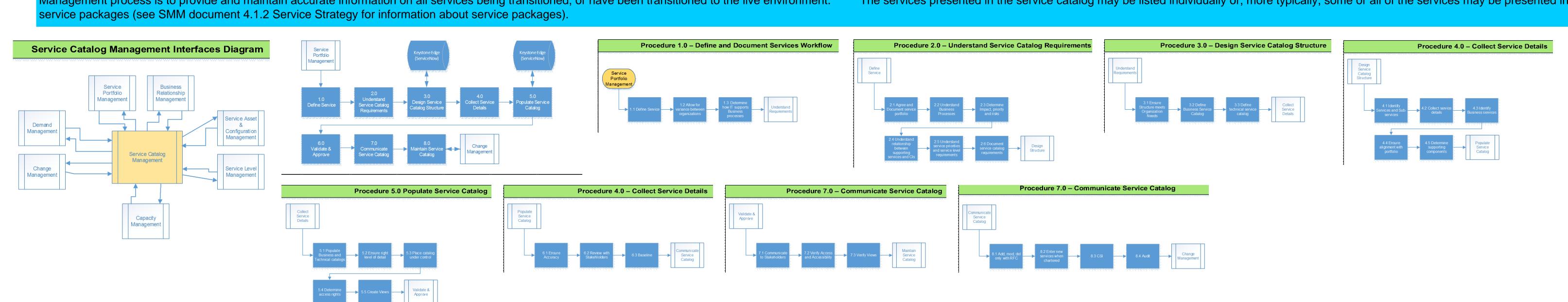
4) Ensure that the service catalog supports the evolving needs of all other Service Management processes for service catalog information, including all interface and dependency information;

5) Ensure the availability of access or customers to order services

interface and dependency information; 5) Ensure the availability of access or customers to order services

SAIC's Service Catalog Management follows industry standards of ensuring that information in the catalog is accurate and has current detailed information to support the evolving needs of all Service Management processes including all interface and dependency information.

The scope of the Service Catalog Management process is to provide and maintain accurate information on all services may be presented in the form of



SMM 4.1.3.3 – Service Level Management (SVLM)

To ensure current and future IT services needed by VITA and its customers are delivered with agreed achievable targets. This will be achieved through negotiating, monitoring and reporting, reviewing IT services, and constantly improving on the level of service delivered. Service Level Management (SVLM) promotes cost-effective service quality by aligning services delivered by the Service Tower Suppliers (STS) inlouding MSI to the business requirements of VITA. The scope of the SVLM process includes the activities and responsibilities to implement and manage compliance reporting and performance management for agreed upon Service Level metrics and Operating Level Measures for all STSs and the MSI, including: 1) Critical Service Levels (CSLs); 2) Key Measurements (KMs); 3) Operational Level Measures (OLMs). This procedure applies to all existing IT services delivered to the business and new or changed services that are planned for delivery. Service Level Management Interfaces Diagram Procedure 1.0 – Planning and Preperation **Service Level Management Process** Procedure 2.0 – Establishing Agreements Procedure 3.0 – Monitoring Service Level Performance Start Relationship Management Service Level Management Establishing Agreements Managemen Procedure 7.0 – Annual CSI Adjusting Meeting **Procedure 5.0 – Manage Service Improvement Plans** Service Procedure 4.0 - Producing Service Level Reports Earnback Procedure 6.0 - Managing Service Levels and Operating Level Measures Incident Management End

SMM 4.1.3.4 – Availability Management (AVLM)

AVLM's goal is to ensure service availability is delivered in all services that meets or exceeds current and future agreed needs of the business in a cost-effective manner.

AVLM defines, analyzes, plans, measures, and improves all aspects of the availability of IT services, ensuring all IT infrastructure, processes, tools, roles, etc. are appropriate for the agreed availability service level targets.

AVLM objectives are:

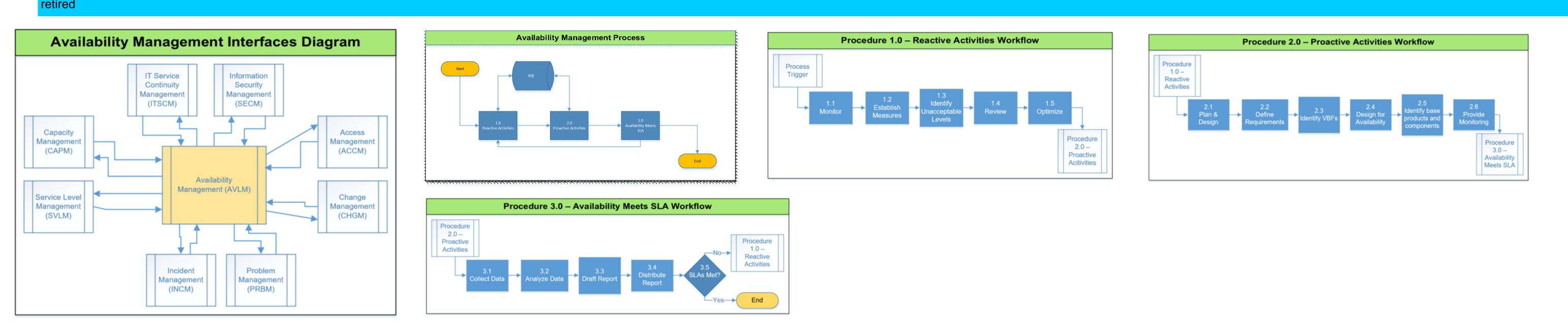
1) Produce and maintain an appropriate and up-to-date Availability Plan which reflects the current and future needs of VITA and the Virginia Commonwealth Agencies;

2) Provide advice and guidance to all other areas of VITA and the Virginia Commonwealth Agencies and IT on all availability-related issues;

3) Ensure service availability achievements meet all their agreed targets by managing services and resources-related availability performance;

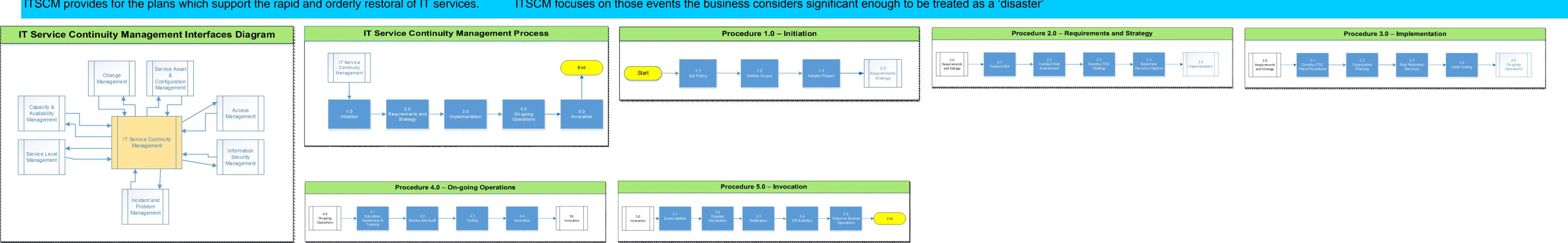
4) Assist with the diagnosis and resolution of availability of all services and propose proactive measures to improve the availability of services are implemented wherever it is cost-justifiable to do so.

AVLM scope covers the design, implementation, measurement, management, and improvement of IT service is decommissioned or



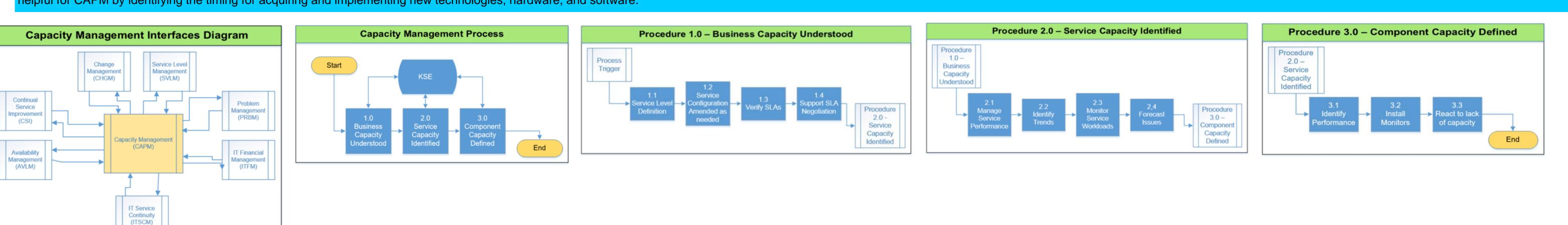
SMM 4.1.3.5 – IT Service Continuity Management

Support the overall Business Continuity Management (BCM) process by managing the risks that could seriously affect IT services to ensure IT service providers can always provide minimum agreed upon business continuity-related service levels. In support of, and in alignment with the BCM process, ITSCM uses formal risk assessment and management techniques to: 1) Reduce risks to IT services to agreed acceptable levels; 2) Plan and prepare and test for the recovery of the overall Business Continuity and ITSC Recovery processes. ITSCM objectives are: 1) Produce and maintain a set of IT service continuity plans which support the overall business continuity plans are maintained in line with changing business impacts and requirements; 3) Conduct regular risk assessment and management exercises to manage IT services within an agreed level of business risk in conjunction with VITA, the Virginia Commonwealth Agencies and STS and the Availability Management and Information Security Management processes; 4) Provide advice and guidance to all other areas of VITA and Virginia Commonwealth Agencies on all continuity-related issues; 5) Ensure appropriate continuity mentangement processes are improve the availability of services are impressed the agreed business continuity plans and supporting methods and procedures; 7) Ensure proactive measures to improve the availability of services are impressed wherever it is cost-justifiable to do so; 8) Negotiate contracts with supplier management process; 9) Provide advice and guidance to all Continuity plans in conjunction with the supplier management process; 9) Provide advice and guidance to all Continuity Plans in Conjunction with the supplier management process; 9) Provide advice and guidance to all Continuity Plans in Conjunction with the supplier management process; 9) Provide advice and guidance to all Continuity Plans in Conjunction with the supplier management process; 9) Provide advice and guidance to all Continuity Plans are provided by the continuity Plans are provided by the



SMM 4.1.3.6 – Capacity Management (CAPM)

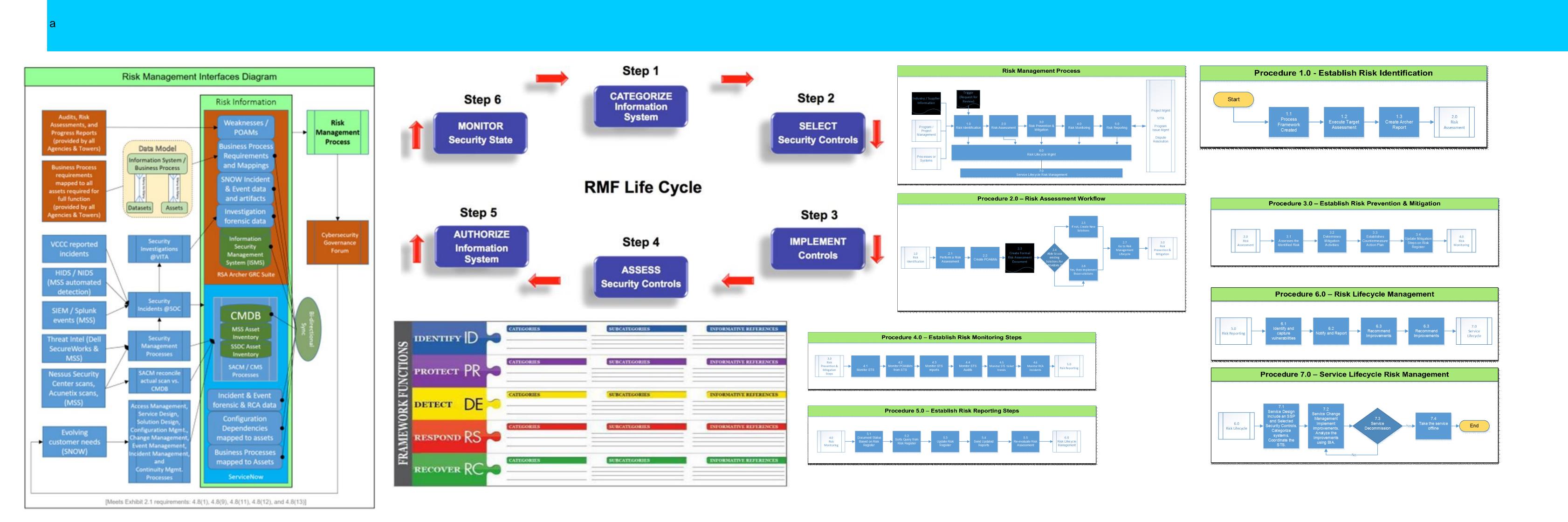
To ensure the capacity of IT services and IT infrastructure meet agreed capacity and performance-related reqs in a cost-effective and timely manner, CAPM will include: 1) Human Resources; 2) Mainframe; 3) Server; 4) Message and Directory Services; 5) backup and storage; 6) voice and video; 7) networking; 8) facilities; 9) service continuity; 10) disaster recovery; 11) security infrastructure. CAPM objectives are: 1) Produce and maintain an appropriate and up-to-date Capacity Plan, which reflects the current and future needs of VITA and COV Agencies; 2) Provide advice and guidance to all other areas of VITA and COV Agencies, and IT on all capacity and performance related issues; 3) Ensure service performance achievements meet all of their agreed targets by managing the performance and capacity of both services and resources; 4) Assist with the diagnosis and resolution of performance and capacity related incidents and problems; 5) Assess the impact of all changes on the Capacity Plan, and the performance and capacity measures to improve performance of services are implemented wherever it is cost justifiable to do so. CAPM will be the focal point for all IT performance and capacity issues. CAPM will also consider space planning and environmental systems capacity. Service strategy plans will be helpful for CAPM by identifying the timing for acquiring and implementing new technologies, hardware, and software.



SMM 4.1.3.7 – Security Management

Security Management will encompass processes deployed across all Service Tower Suppliers, which are designed to: 1) maintain approved security measures; 2) evaluate and identify deficiencies; 3) contain, eradicate, and restore services in the event of a security incident in conjunction and coordination with the MSS and other STS; 4) minimize disruption to COV Customers; 5) aim for best levels of confidentiality, integrity, and availability for data entrusted to the service providers. Overall performance of security management will promote complete, transparent, and auditable delivery of service, while stablishing clear communications to achieve the highest level of user satisfaction permissible. **Procedure 2.0 – Information Security Policy Implementation Procedure 3.0 – Assess and Classify Information Security Management Interfaces Diagram Procedure 1.0 – Information Security Policy Security Management Process** and Functions Start Management Procedure 6.0 - Analysis, Reporting and Reduction Procedure 4.0 - Review and Improve Security Controls **Procedure 5.0 – Manage Security Incidents** Procedure 7.0 - Security Review and Audit Problem Management Financial Management

SMM 4.1.3.8 – Risk Management (RSKM)



SMM 4.1.3.9 – Supplier Management (SUPM)

Enables efficient and effective MSI Environment operation by providing a management POC and oversight for SAIC with each Service Tower Supplier (STS). The dedicated Supplier Manager (SM) is responsible for this function across the program, supported by Missiness Relationship Managers (BRMs) who will be assigned to corresponding STS Management operations. The Supplier will manage the integrated delivery of Service Tower Suppliers (STS) in the best interests of the Commonwealth. The Supplier Management will stablish of LA with Service Tower Suppliers (STS) with VITA and ITISP Governance. However, contracts will be established and owned by VITA; 1a) Supplier will establish OLA with Service Tower Suppliers; (1b) Supplier Management will work with STS where VITA or Customers report that Customers are experiencing performance problems; 3) Supplier Management will establish acceptable methods of communication with STS and Third Party vendors to plan, resolve issues, mitigate risks, and resolve disputes; 4) supplier Management will report to VITA and ITSP Governance the status of projects, issues, risks and disputes; 5) Supplier Management will maintain the portfolio of projects and the involvement of STSs in those projects; 6) Supplier Management may recommend replacement or addition of STSs and work with VITA to develop requests for proposals (RFP); 7) Supplier Management will work in conjunction with VITA Customer Account Managers (CAMs) and SAIC Business Relationship Management will work in conjunction with VITA Customer Account Management of the development of experiment of strategy and every suppliers will be established OLAs; 13) Supplier Management will work in conjunction with VITA costomer Account Management will act as a management escalation point for service delivery and performance issues with assigned suppliers; 11) Supplier Management will act as a management escalation point for service delivery and performance issues with assigned supplier Management will consolidate requirements for strategy and desi